



FMMI in the NEWS

Financial Management Modernization Initiative

Issue #10 - November 2009



Inside This Issue

- 1 A Word from the FMMI Program Manager – Thank You!
- 2 The First User and First Transaction in FMMI
- 2 User Support Resources
- 3 Post Production Support for D1-Transitioned
- 3 FMMI Instructor-Led Training Concludes
- 3 Staggered Deployments for FMMI
- 4 Key Messages for Your Agency/SO
- 4 FMMI Calendar

Although we still have challenges to resolve, the FMMI Leadership Team, with support from D1 Agencies, is committed to the success of FMMI.

A Word from the FMMI Program Manager – Thank You!

The FMMI system went live October 1, 2009 for the Departmental Management and Staff Offices (DMSO), Office of the Inspector General (OIG), and Foreign Agricultural Service (FAS). Representatives from each Agency have worked hard to meet the demands for implementation and, while we encountered more challenges than anyone initially expected, we would not have reached this major milestone without the support from the Agencies. Everyone's patience and perseverance have helped get us this far.

Personally, I'd like to take a moment to thank each of these Agencies, their Implementation Teams and the people who support them who have made implementation possible. The D1 Agencies have worked long days, nights and weekends to provide the support necessary to complete the implementation. We know it's not easy to be first, but their work will bring significant benefit to all Agencies in future deployments, and lay the foundation for the beneficial impact FMMI will eventually have on financial management performance throughout the Department.

These teams have been the face of the Agencies to the FMMI core team, but they also serve as Subject Matter Experts to their own users. Now that users are performing their role(s) they have more questions as they deal with this significant change. We've provided reminders in this newsletter of the resources available including the Online Help Procedures, simulations and a number of job aids, as well as the Help Desk to use as references to help users through this transitional time.

Although we are still tuning the system to meet the agency's business needs, the FMMI Leadership Team, with support from D1 Agencies, is committed to the success of FMMI. We still have a lot of work to do in the future, but I'd like to take this opportunity to thank everyone for the hard work put forth thus far and celebrate the successes in achieving this significant milestone. We could not have done it without you.

~ Mike Clanton
FMMI Program Manager

The First User and First Transaction in FMMI



John Pirchio, OCFO, first user to log into FMMI

John Pirchio, OCFO, was the first user to log into FMMI and Michelle Goodwin, FAS, successfully processed the first transaction in FMMI on Thursday, October 1, 2009.

Gradually access was granted to a greater number of users from each of the Deployment 1 Agencies on October 5, more users were added each day as they completed training.



Michelle Goodwin, FAS, processed the first transaction in FMMI

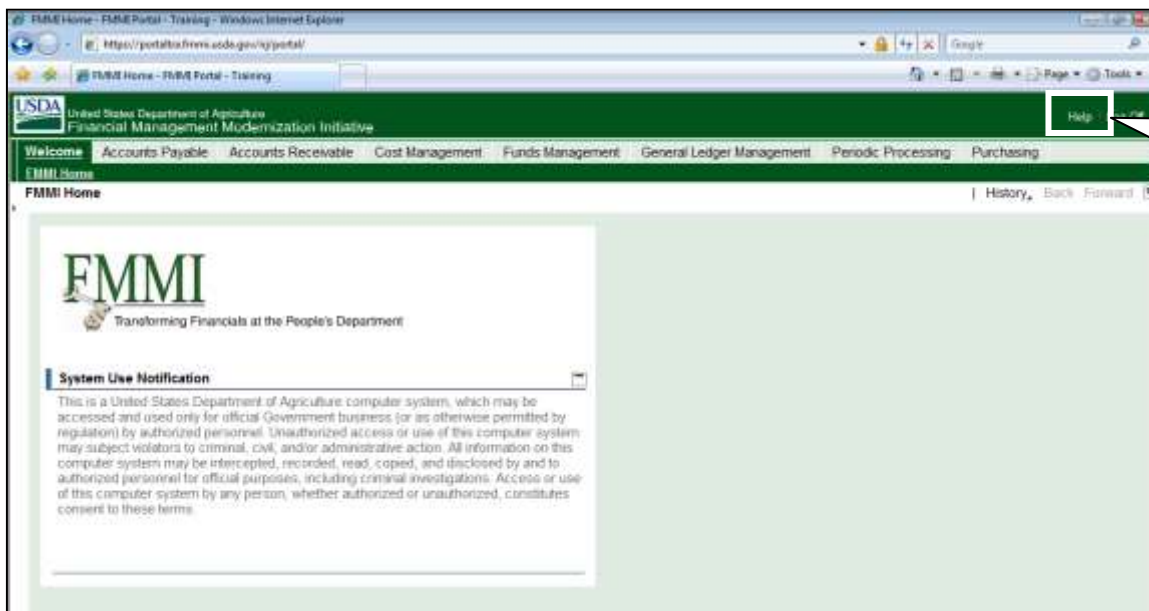
User Support Resources

Users have a number of support resources to assist them with FMMI questions following Go-Live:

Functional Administrators (FAs) and On Site Subject Matter Experts (SMEs) – SMEs are individuals knowledgeable of the capabilities of FMMI and located at each D1 Agency and Staff Office. If users experience a challenge using FMMI, they should contact their agency FA first. If appropriate, the FA will connect users with the right SME to resolve issues. If an issue needs further resolution, the FA will escalate the issue to the Tier 1 Help Desk.

Users have a number of support resources to assist them with FMMI questions.

FMMI Online Help (OLH) – OLH is a web-based tool that is integrated with FMMI and is accessible from the **Help** link in the upper right hand corner (see below) of the FMMI Portal.



OLH provides users with online documentation and specific help for the system and transactions and includes:

- **Online Help Procedures (OLHPs)** - Step-by-step instructions on how to process individual transactions in FMMI (on the screen or PDF format)
- **Job Aids** – Additional supplemental information for users (PDF format)
- **Simulations and Training Materials** – Interactive, hands-on step-by-step activities on how to process transactions/reports in FMMI

The FMMI website (<http://info.fmmi.usda.gov>) - Provides timely information on all things FMMI. If users encounter system challenges, please direct them to visit the home page of the FMMI website where *System Availability* messages are posted whenever the system is unavailable due to maintenance. Other items include:

- **[FMMI Glossary](#)** - Crosswalk of common FMMI terms to current terminology used by USDA
- **[FMMI Frequently Asked Questions](#)** – Questions and responses from FMMI training
- **[FMMI Frequently Used Icons Bookmark](#)** - Commonly used FMMI icons
- **[Configuration Decisions](#)** – FMMI Configuration Decisions are posted as they are approved for publication

Post Production Support for Deployment 1 - Transitioned

As we enter the third month of FMMI system activity, Post Production Support (PPS) has transitioned from a dedicated PPS team to Operations and Maintenance (O&M) in November. The O&M Team is responsible for long term support.

Following the transition, the FMMI O&M Team will continue to identify issues and challenges, conduct research, and resolve issues. Agency Functional Administrators (FAs) have been, and will continue to be the first line of defense, dealing with issues as they arise, and discerning the exact context under which issues occur. Agency FAs will continue to log remedy tickets with the Tier 1 Help Desk and urgent issues will continue to be prioritized as appropriate.

From issues raised and researched, some of the key issues resolved since go-live are slow system response times due to desktop configuration settings, security and role mapping issues, Shorthand Code discrepancies and truncation issues with GovTrip, Treasury Confirmation and SPS interface issues, and issues with the NEMP inbound interface. In addition, a known '500 internal server error issue' has been resolved at this time. If this issue occurs again, please reach out to your Agency FA to log a ticket.

Other high-priority known issues currently being addressed are slow system response times due to Citrix, status of payments for travel advances, and issues with synchronization between Derivation Rules and Shorthand Codes.

Following the Post Production Support (PPS) timeframe, the Operations and Maintenance (O&M) Team is responsible for long term support.

FMMI Instructor-Led Training Concludes

FMMI instructor-led training concluded on November 20, 2009. The 300 and 400 Level courses, navigational and role based training which took place in October and November, were targeted towards DMSO, OIG, FAS, REE Agencies and FSIS users in order to prepare them for access to FMMI. Training was held in Washington, DC, New Orleans, LA, Albany, CA, St. Louis, MO, Athens, GA, and Fort Collins, CO.

The team delivered 27 courses through over 500 offerings between June and November 2009. Over 1700 users took training during this time period. FMMI 100 and 200 Level training have been, and will remain, available online via AgLearn for all employees.

The Business Intelligence (BI) training is scheduled to be conducted in the month of January 2010 in preparation for the BI Go-Live in February 2010. Stay tuned for communications on how to register for training.

For FMMI training questions, please contact your Agency/Staff Office Training Lead.

Staggered Deployments for FMMI

The first wave of FMMI Deployment (D1) started in October with Departmental Management and Staff Offices (DMSO), the Office of the Inspector General (OIG) and Foreign Agricultural Service (FAS). FMMI deployments continue through Fiscal Year 2011, following a staggered approach.

Business Intelligence (BI), the new reporting functionality of FMMI, is scheduled to deploy in February 2010 to DMSO, OIG, and FAS. After that FMMI Core Financials and BI will be implemented at Research, Education, and Economics (REE) agencies in March 2010 and Food Safety and Inspection Service (FSIS) in April 2010.

The team is determining the timeline for deployments after April 2010 in the coming months.

FMMI Deployments continue with a staggered approach.



Key Messages for Your Agency/Staff Office

As leadership, or the FMMI Point of Contact (POC) for your Agency/Staff Office, we rely on you to take back key messages to the rest of your organization about FMMI. Key points to relay to your organizations:

- The FMMI System went live October 1, 2009 for the Departmental Management and Staff Offices (DMSO), Office of the Inspector General (OIG), and Foreign Agricultural Service (FAS). Although we still have challenges to resolve, the FMMI Leadership Team, with support from D1 Agencies, is committed to the success of FMMI. We still have a lot of work to do in getting all Agencies in FMMI, but, as the FMMI Program Manager, I'd like to take this opportunity to thank everyone for the hard work put forth thus far and celebrate the successes in achieving this significant milestone.
- The first user and first transaction in FMMI occurred on Thursday, October 1, 2009. Additional users were granted access as they completed training required for their FMMI role(s).
- Users have a number of support options available to assist them with FMMI questions, including Agency Functional Administrators, Agency SMEs, FMMI Online Help (Online Help Procedures, Job Aids, Training Materials), and the FMMI website (<http://info.fmmi.usda.gov>). OLH is a web-based tool that is integrated with FMMI and is accessible from the **Help** link in the upper right hand corner of the FMMI Portal.
- Post Production Support (PPS) has transitioned as we enter the third month of FMMI system activity. The Operations and Maintenance (O&M) Help Desk is responsible for long term support.
- If you have questions regarding FMMI training, please contact your Agency/Staff Office Training Lead.
- The FMMI deployment continues in Fiscal Year 2010 with Research, Education, and Economics (REE) agencies slated to deploy in March 2010 and Food Safety and Inspection Service (FSIS) scheduled for April 2010.

FMMI in the News Objective

FMMI in the News serves as a central source of information to Agency and Staff Office leadership and POCs on all things related to the Financial Management Modernization Initiative (FMMI).

While the current focus of the newsletter is to provide information to the Agency and Staff Office leadership and POCs, please share this newsletter with other interested parties in your Agency as appropriate.

To ensure *FMMI in the News* is relevant to you and your Agency or Staff Office, please let us know what topics you would like to hear by sending feedback, comments, and suggestions to the FMMI mailbox at fmmi@usda.gov.

FMMI Calendar

Transition from PPS to O&M Team
Business Intelligence (BI) Training
BI Go-Live (DMSO, OIG, FAS)

Nov 18 – Fwd
January 2010
February 2010

Questions or Comments?

If you have questions about the FMMI project or information in this newsletter, please send an email to fmmi@usda.gov and include a clear subject line to indicate what your question or concern is about.

For information, reference documents and frequently asked questions, visit the FMMI website: <http://info.fmmi.usda.gov>.